



Attachment F: Vendor Profile

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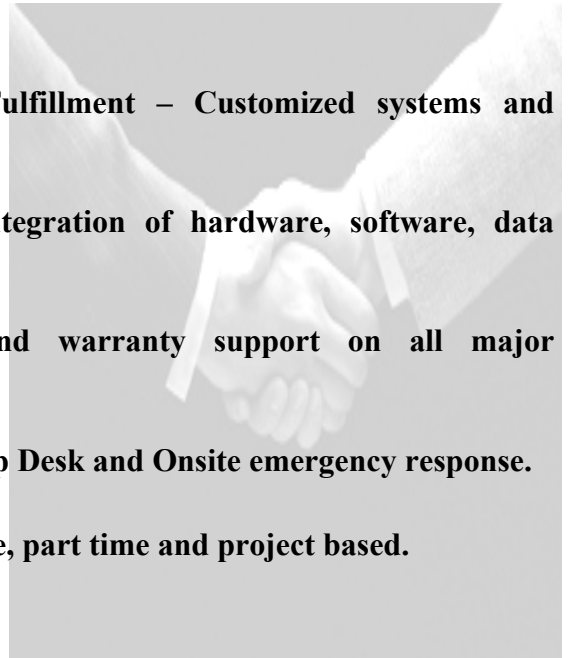
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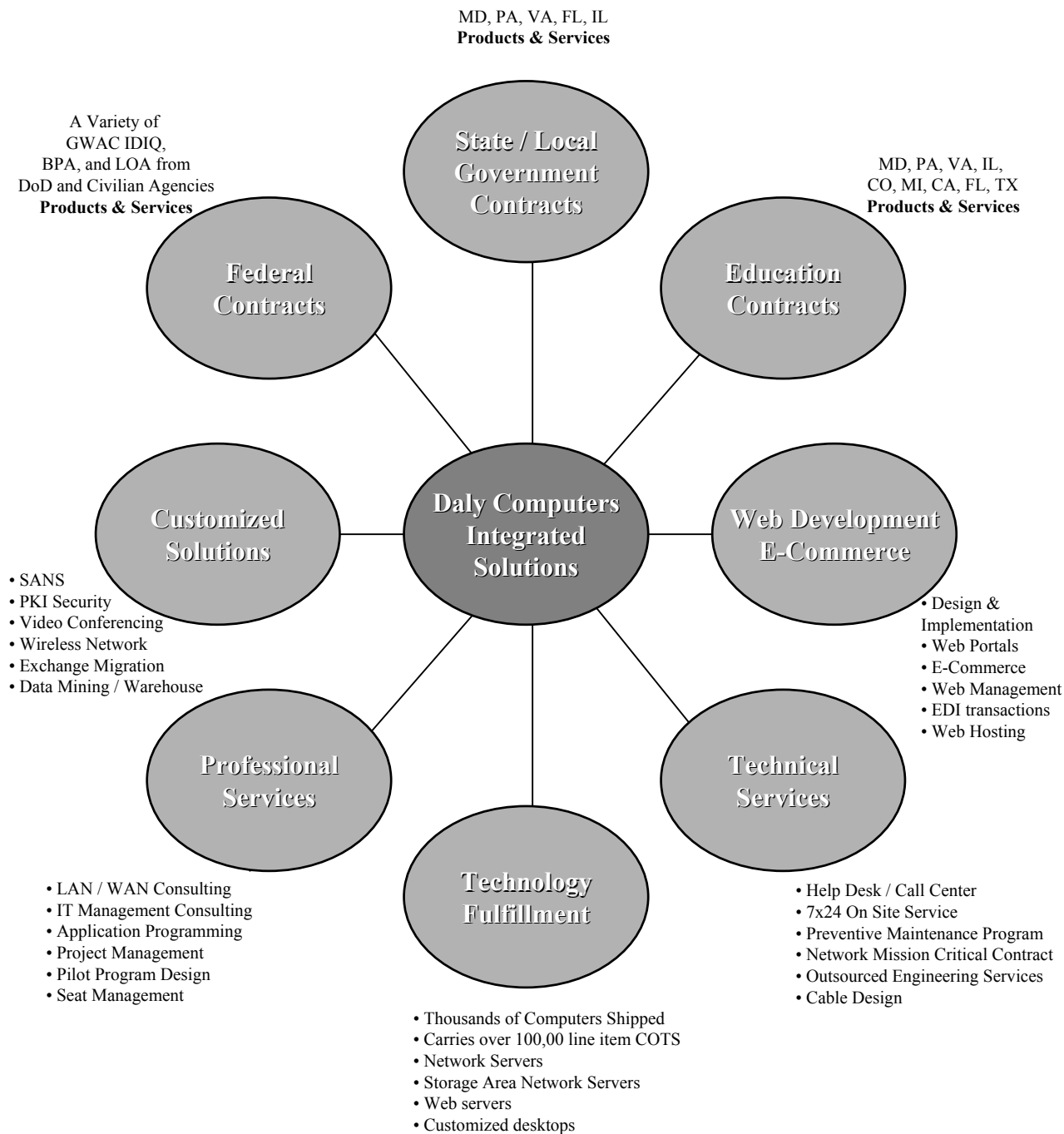
Daly Computers has 115 employees

Background

- ✓ **Founded in 1987 - 15 Years of Successful Track Record Serving the Government and Education Institutions.**
- ✓ **Nationwide System Integrator and IT Infrastructure Service & Solution Provider. SBA Certified SDB and Certified MBE**
- ✓ **Core Competencies and Focus:**
 - **Customized IT Solutions and Engineering Services**
 - **Storage Area Networks, Video Conferencing, Database Programming, Web Design, etc.**
 - **Network Design and Support – Hardware, Software, Integration, Installation and Support**
 - **Project Management & Engineering Consultation**
 - **Seat Management / Lease Plan**
 - **COTS Hardware and Software Fulfillment – Customized systems and software - over 100,000 line items**
 - **Technology Roll-outs – Custom integration of hardware, software, data transfer, product removal, training.**
 - **Traditional Services - Repair and warranty support on all major manufacturers.**
 - **Service and Support - 7x 24x365 Help Desk and Onsite emergency response.**
 - **Staff Augmentation – Onsite full time, part time and project based.**



Summary of What We Do



Authorized Tier 1 Reseller

- **Authorized Compaq, IBM, HP, and Dell Reseller**
- **Authorized Extreme Reseller**
- **Authorized PictureTel Reseller**
- **Authorized Cisco Reseller**
- **Authorized Citrix Reseller**
- **Authorized Microsoft Solution Provider**
- **Authorized Novell Gold Partner**
- **Over 100 Name Brand Vendors Under Government Contracts**
- **Thousands of Brand Name COTS Hardware & Software**

Production / Integration Capability

- ✓ ***Complete Integration Facility - 43,000 Square Feet***
- ✓ ***Total Quality Control Management System***
- ✓ ***Custom Turnkey Configuration of Complex Systems***
- ✓ ***Custom Imaging To Customer's Exact Specifications***
- ✓ ***Network and Application Ready Configurations***
- ✓ ***Consistent Image and Configuration Across All Orders***
- ✓ ***Serial Number Capturing***
- ✓ ***Asset Tags - Bar Codes or Property Tags***
- ✓ ***Total Production / Inventory / Integration Management***



Technical Services Core Competencies

Service Programs

- Tier 1 Onsite Warranty Service and Support Certifications and Programs
- Multi-Tiered Help Desk and Call Center
- Depot Repair Facility - Staffed with Certified Engineers
- Break / Fix Services (Hardware / Software)
- Customized Maintenance Agreements
- Performance Based Services
- Install / Moves / Adds / Changes / Break Fix Resources

Professional Engineering Services

- Business Critical and Mission Critical Services
- LAN / WAN Design
- Network Migration and Administration
- Network Security Implementation and Management
- Novell, NT, and Windows 2000 Migration
- Project Management and Seat Management
- Technology Planning and Implementation
- Server and Desktop Integration
- Simulation Test and Customized Integration Services
- Wireless LANs
- Video Conferencing Solutions
- Logistics and Deployment
- Large Order Staging / Rollout
- Asset Management
- Facility Management
- Cable Plant Design & Cable Management
- Customized Application and Technology Training

Professional Engineering Services

Project Management and System Integration

Within the past 4 years, Daly Computers has shipped over 60,000 systems into various state / local governments, federal governments, school systems, and higher education institutions nationwide. The systems were configured, installed, and integrated into a wide variety of network environments.

Enterprise Services and Solutions

Daly Computers has designed, configured, and rolled out numerous enterprise network solutions supporting over a thousand seats. For example, in Daly Computers is currently rolling out 4 thousand desktop seats and hundreds of file servers for the Anne Arundel County Public School system. Under this particular project, Daly is providing project management, implementation design as well as a full range of help desk and on site services to include mission critical response.

Network Consultation and Services

Daly Computers has designed, configured, and installed over 100 LANs and WANs within the past two years. Our extensive resources include teams of skilled and experienced engineers and consultants backed by a deep infrastructure to handle all types of LAN / WAN / SAN projects. Services cover the initial discovery, consultation, design, project planning, configuration, implementation, training, support and maintenance.

Life Cycle Management and Seat Management

Daly Computers believes in offering its government and education customers the best value solutions that have the lowest total cost of ownership. We believe that every purchase and acquisition made by a customer should be planned and treated as part of a larger long term life cycle management plan.

Technical Outsourcing of Services

Daly Computers' Technical Services Organization has years of experience providing engineering outsource services into the public sector. Some of the outsource services include help desk, on site hardware and software support, network management, preventive maintenance, system administrator, and MIS management.



Professional Engineering Services

Exchange Server and Migration Services

Daly Computers' engineering team actively designs and roll out Exchange server and NOS migration solutions. We are experts in migrating existing legacy systems (both hardware and software) seamlessly into current technology.

Network and Internet Security

Whether the data transmission is on the network, or over the Internet, Intranet, Extranet or remote access, Daly Computers has the security solution that will protect our customer's mission critical data. Solution includes encryption, authentication, and tunneling strategies that are fully policy based for ease of management.

Data Mining / Data Warehousing

Daly Computers has teamed up with SAS Institute and EIS to provide its government and education customers with the best in data mining and data warehousing tools. The solutions offered are customized to solve the customer's particular business needs and requirements. Pilot programs are offered to ensure that the solution received is completely satisfactory.

Network Management

Daly Computers manages all aspects of a network starting from the desktop, over the network backbones (routers and switches), to the back office servers, over the communication protocols and devices, and onto the Internet and wide area networks. The management program includes:

- ⊗ Application distribution
- ⊗ Network administration and troubleshooting
- ⊗ Network maintenance, upgrades, and support
- ⊗ Network traffic and quality of service management
- ⊗ Network backup and storage solutions
- ⊗ Network security management
- ⊗ Disaster recovery strategy

Disaster Recovery

Daly Computers' disaster recovery program and strategy ensure that the customer's day to day and mission critical operation can continue seamlessly without glitches and most importantly avoid / minimize down time. Our team of engineers deploys several strategies that combine best business practices and state of the art technology to achieve fast and full recovery from disaster or emergency situations.



Professional Engineering Services

E-Commerce / E-Business

Daly Computers' e-commerce / e-business team understands that the web is more than just a place to shop and find cool products and technologies. It is an integral part of most businesses these days. Whether you are in the government, education, or commercial arena, we understand that the web is used to fulfill a wide variety of business requirements. It is by far one of the most efficient portals to access a vast array of business services. With our extensive knowledge and years of experience working in the public and commercial sector, Daly Computers' web team will customize web sites that will seamlessly interoperate with your business. Talk to our web team about connecting and wiring your business now. Services are:

- Ⓢ Complete secured e-commerce shopping sites
- Ⓢ Web portal design
- Ⓢ Web hosting and content management
- Ⓢ Web accessed customized database
- Ⓢ Software application distributions
- Ⓢ Centralized storage and data warehousing
- Ⓢ Business requests and census acquisition
- Ⓢ Telecommute and communication portals
- Ⓢ Financial information distribution and management
- Ⓢ Customer satisfaction feedback and chat rooms
- Ⓢ Virtual private networking and remote access
- Ⓢ Service requests and business management tools

Document Image Management

Daly Computers' document image management solution is customized customer's particular business requirements and processes. The solutions offered are: conversion services where legacy documents are converted into electronic format and document image flow control.

Custom Programming and Support

Daly Computers provides database programming for asset / facility management and automated service support management systems. The programming team is adept at web enabling large database via user friendly and secured web portals.

Software Management

Daly Computers currently manages major software licensing programs for state governments. Amongst the licensing programs are Novell Master Licensing Agreement, Microsoft Select program, Oracle Business Partner Alliance program, Veritas License program as well as other major programs.

Software and Facility Management

Daly Computers provides a whole suite of services for facility and asset management. Our project team provides the following services:

- Ⓢ Physical inventory count and asset tagging
- Ⓢ Customize and design a database along with data entry
- Ⓢ On site asset management to include licensing management
- Ⓢ Asset maintenance and management

Technical & Engineering Services

Tier 1 Manufacturer Warranty Maintenance

Daly Computers Technical Services Organization is A+ certified and is authorized to service all Tier 1 computer manufacturers such as Compaq, IBM, HP, and Dell.

7x24 Technical Services Help Desk

Daly's fully staffed multi-tier technical help desk is experienced in all the widely used commercial off the shelf software applications, computer hardware, and state-of-the-art IT technologies. All calls are time stamped and registered immediately into Daly's automated service management system to ensure the highest level of customer services.

Depot Services

Daly's depot service engineers are experienced and certified to repair most Tier 1 to Tier 3 computer products and peripheral equipment. Daly's depot service maintains the strictest standard in quality control and turn around time. Our commitment to customer satisfaction is second to none in the industry.

Break Fix Services

Daly Computers' Technical Services Organization is focused on fixing and repairing enterprise organizations' equipment. Daly's service infrastructure is designed to service and support the widest range of computers and IT equipment available in the industry. Daly's extensive experience in this arena extends the life of the customer's technology base.

Parts Cross Shipment

Daly's extensive service authorization status in the industry along with its experience and ability to source the proper component for repair guarantees a high level of customer satisfaction. In most cases, the required components are shipped overnight or cross shipped directly to its field engineers for the fastest repair.

7x24x4 Mission Critical On Site Service

Daly Computers maintains numerous 7x24 by 4 hour mission critical on site service contract with enterprise education and government entities. Daly's time proven methodology and SLA ensure that the customers' mission critical equipment are protected around the clock.

Engineering Case Studies

Federal Emergency Management Agency (FEMA)

In response to the devastating wildfires that burned more than a million acres of land near Boise, Idaho, Daly Computers' Technical Services Organization was called upon by FEMA to provide emergency network cabling and engineering services.

- September 1, 2000, Friday 5PM Labor Day weekend, Daly Computers receives a call from the Federal Emergency Management Agency (FEMA) under Daly's BPA with FEMA for engineering support.
- Daly's engineering team on site at Boise the following morning.
- Within 72 hours, the Daly Disaster Response Team pulled, tested, and terminated over 3.5 miles of network and voice cables.
- Within hours of the cable pull, Daly's system engineer completes the network setup on both the client and server side.

FEMA is able to setup a fully functioning emergency field facility to process citizen requests.

Network Disaster Response Team

Mission Critical Server Support

Daly Computers' Technical Services Organization provides 24x7 four-hour response mission critical server support to enterprise institutions that require a non-stop environment. Daly's in depth service infrastructure is designed to handle this type of mission critical response. Some of the regional institutions that count on Daly to have its mission critical servers up at all times are Montgomery County Public Schools, Frederick County Government, and National Parks and Planning Commission to name a few. Some of the service highlights are as follows:

- Responds and resolves problems within four hours of the initial call.
- Provide service coverage 24 hours a day 7 days a week.
- Provides help desk support Monday through Friday from 8am to 5pm.
- Performs a bi-annual PMI on all equipment.
- Performs stand-by service after regular business hours.
- Provides coverage for out of warranty equipment and supply a point-of-contact schedule for service requirements per customer request.

Mission Critical Server Support

Engineering Case Studies

Customized Network Solutions

Daly has over 14 years of experience in providing network design and consultation services to enterprise customers. Our network engineering services' mission is to design and deploy the most robust and fail safe network to help our customers accomplish their mission.

Consumer Product Safety Commission

Help design and deploy an email infrastructure to include email migration for over 300 users. Migrated a CC Mail environment to Outlook 2000. The engineering tasks included Novell upgrades and Cisco integration. The deployment was conducted in record time with minimal disruption to the Commission's operation.

Maryland National Guard

Daly's network engineers redesigned the network at the National Guard to allow for increased network efficiencies, reliable Internet access, and dedicated email exchanges.

Network Consultation Design &

SAN Design and Implementation

Within the past 12 months, Daly Computers' storage engineers have designed and deployed numerous storage area networks to support the massive data storage and information access requirements of enterprise government and education customers. Daly Computers is one of the leading SAN technology providers in the Mid-Atlantic.

Coppin State University

Daly's engineers designed, configured, and installed the University's first SAN. Basic platform is a Compaq MA8000 with several Compaq servers running Windows 2000. Using fiber backbone and SAN switches, the SAN is designed for maximum redundancy and efficiency. The Storageworks Command Console allows for great management.

Johns Hopkins University Applied Physics Lab

Daly's ASE storage engineers designed, configured, and installed two major Compaq SANs at the lab.

Maryland Housing and Community Development

Daly's Compaq ASE designed and installed a Compaq SAN with a 2.6TB capacity.

Maryland Office of Planning

The SAN solution supports 437GB of storage capacity using fiber backbone and SAN switches. All drive partitioning and striping were designed on site.

Daly installed the Storage Works Console to one server. Daly attached a TL895 to one server (DL580) via SCSI.

Storage Area Network Solutions

Engineering Case Studies

Technology Roll Out and Project Management

Case Study – Anne Arundel County Public Schools

Within a 4 month period in 2001, Daly Computers deployed over 4,300 customized desktop computers and over 150 turnkey ready to use file servers to over 120 schools through out the county. The deployment is part of a three year 12,000 seats roll out under a 36 month technology refresh program. The project tasks include the following:

- Conduct application software image tests and customizations for all desktop systems and file servers.
- Conduct site surveys into hundreds of schools.
- Provide complete project management and coordination with over 120 schools for a seamless roll out.
- Equipment delivery and installation with minimum disruption to the customers.
- Provide complete delivery services to include network connections.
- Provide meticulous asset management services.
- Removal and disposal of thousands of obsolete equipment.
- Providing help desk and technical on site support through the life of the equipment and contract.

By placing the equipment through Daly's integration facility, the customer is currently experiencing less than half of one percent of equipment failure and problems. This is truly the best experience for the customers.

Seat Management & Technology Rollout

Technical and Engineering Outsource

Daly Computers maintains a large pool of technical services personnel to be an active extension of many government's technical and engineering resources.

American Cancer Society

Daly Computers worked closely with ACS to place the right personnel on site with the proper technical and management skills for an extended period. Through this technical resource, Daly in effect became ACS' MIS department. Our responsibility domain included all client service and support.

Housing Authority of Baltimore City

Daly Computers' Technical Services Organization provided full time MIS staff personnel to support the Authority's internal MIS and help desk requirements for over a year.

Engineer Outsource Services

Engineering Case Studies

7x24 Help Desk & Call Center

Daly's call center and 7x24 multi-tiered help desk provide technical and engineering front line support to enterprise customers nationwide. Its state-of-the-art service management system ensures that all calls are meticulously tracked, resolved, and compliant with predefined service level agreements (SLA). The help desk is web enabled and allow customers to place service requests, modify or check status of calls, conduct searches through its solution database, change or add assets, and check other statuses. Sample customers are as follows:

DC Department of Motor Vehicles

Act as DC DMV's technical call center by receiving, tracking, and dispatching all technical service calls to its conclusion.

Prince William County Government

Provide multi-tiered technical help desk support for the entire county government. Coverage includes a variety of application software and over five thousand pieces of computer and peripheral equipment.

Help Desk & Call Center

Out of Warranty Equipment Maintenance & Support

Daly Computers has over 14 years of experience in providing out of warranty break fix and equipment maintenance contract support for government and education customers nationwide. Daly Computers is currently supporting thousands of equipment ranging from a multitude of brand name desktop systems, notebooks, file servers, printers, plotters, terminals, scanners, tape drives, and an assorted commercially available peripheral equipment. Daly Computers currently holds contracts with the following organization as their service provider:

- Miami-Dade County Public Schools
- Broward County Government
- Frederick County Public Schools
- Prince William County Service and Park Authority
- NASA

Daly Computers continues to focus and invest in the support of this very important aspect of the country's IT infrastructure.

Break Fix And Maintenance Contracts / Services

Engineering Case Studies

Web Design & E-Business Solutions

Daly Computers has been part of the Internet growth for the past eight years going back to the days when html codes were scripted manually. Over the years, Daly's web development team has been instrumental in empowering its government and education customers to receive effective on line services to meet their mission goals.

Case Study – Medchi Web Design and Support

Beginning in 1999, Daly's Web Development Team began its community-based web service initiatives. The concept of this initiative is to empower the end user to easily and quickly impact its web site with real time content. This approach involves creating sites that are editable by multiple "everyday" authors within a company or community structure.

A success story for this approach is Medchi.org. This non-profit society provides services to the Maryland medical profession. Daly Computers trained 12 Medchi staff in web design and maintenance and provided the basic infrastructure for their site. The site's usefulness to Medchi members and the public has increased exponentially as a result. The site now post bulletins regularly to educate the medical profession within Maryland about community threats and the latest trends in medicine. Daly's community-based format allowed the organization to react within hours to the terrorist attacks of September 11, 2001 and provide real-time information to the medical community in Maryland.

It's Daly's mission to leverage the web in such a way as to make it inherently useful to the community. The community based web site concept reduces the cost of maintaining on line services for enterprise organizations. It improves the quality of life for ordinary citizens and can advance the efficiency of government. Daly Computers is at the forefront of this web service approach.

E-Commerce Business

Daly's web commerce team is currently supporting over five full featured e-commerce shipping sites for various government and education customers. The customers include: Penn State University, DoD eMall, Commonwealth of Virginia, NIH, etc. Please visit www.daly.com to experience the shopping sites.

Extranet Services

Daly Computers marketing department is currently hosing a secured Extranet site for all its business partners. The site provides a secure medium to exchange and disseminate current company information.

**Internet
Intranet
Extranet
Capabilities**

Engineering Case Studies

Network, Voice, and Video Cabling Services

Daly's technical service programs include a full range of cabling services. Daly has established a solid track record of wiring enterprise environments. Some of the recent cabling contract scopes include cabling design, project management and execution.

Maryland Motor Vehicle Administration

Daly's network and cabling teams have recently completed wiring all MVA field offices located statewide in preparation for the new statewide drivers license point of sales network implementation. Daly is providing all network design and deployment.

Montgomery County Correctional Facility

Daly Computers is in the process of project managing and providing cabling services for the new County Correctional Facility. Over 100 miles of cabling will be pulled for high-speed network, voice, and video signal. Cabling includes Cat 5, fiber backbone, copper, and coax.

Cabling Services

Technology Tests and Diagnostics

Daly Computers maintains a multitude of servers and network equipment to simulate a customer's network and application environment. This resource is used to mirror and conduct live simulation tests on the customer's environment. The simulation lab is invaluable when trying to generate accurate deployment strategies, provide real and accurate diagnostic assessments, produce technical white papers for consulting services, and/or create complete technical support services environment.

Consumer Product Safety Commission

Daly's simulation lab has a server farm mirroring the customer's exact application and network environment. The project goal is to generate a complete step by step technical white paper on the proper migration path for future network operating system and application environment. The simulation test will assure that the safest upgrade path is implemented.

Maryland Department of Transportation Motor Vehicle Administration

Daly's engineers are maintaining a complete simulated setup of MVA's drivers license point of sales system in order to provide the most accurate technical engineering service and support structure.

Simulation Labs